

**State CIO
Agency IT Plans
2007 – 2009 Biennium**

Department of Insurance IT Plan

September 2006

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Departmental/Agency IT Plans
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Chapter 1 - Departmental/Agency Strategic Business Initiatives and Major Business Requirements

The Department of Insurance provides valuable services to the people of North Carolina by regulating the insurance industry, licensing insurance professionals and others, educating consumers about different types of insurance, handling consumer complaints, and much, much more. The Department also houses the Office of State Fire Marshal, which is responsible for a host of other services that improve North Carolinians' daily lives.

The Department has two regional offices in Asheville and New Bern, and three office sites in the Raleigh area with the main site located in the Dobbs Building. Many of our employees have remote computer connectivity needs. Building inspectors and other personnel use their homes as duty stations. We have a teleworkers program. Also, many of our employee audit teams spend much time on site at insurance companies.

The Department regulates insurance companies and agents. Any insurance business in this state first must be approved by the Commissioner, and companies and agents must meet rigorous standards before they receive a license to do that business. Other services provided by the Department include:

- licensing bail bondsmen
- overseeing motor clubs and collection agencies
- protecting consumers from fraud and illegal behavior with a staff of sworn law enforcement officers in our Investigations Division
- educating North Carolinians about safety issues such as child safety seats, fire protection, natural disaster preparation and other family safety issues
- interpreting the state's building codes and suggesting new and improved codes to further protect citizens
- obtaining and maintaining insurance coverage for all state-owned buildings, including such items as the campuses of the state university system
- assisting the elderly and others with Medicare and Medicaid questions through our nationally recognized Seniors' Health Insurance Information Program

The insurance industry is the only one of the three major financial services industries not regulated by the Federal government, thus, most of the regulatory duties fall to the states. This includes licensing insurance companies located in NC, testing and licensing insurance agents, keeping close watch on the finances of companies and agencies, and operating a staff of consumer advocates to help ordinary people solve their insurance problems. It is the responsibility of the Department of Insurance to oversee the wording of insurance policies, and review rate change requests as needed.

Because of state-based regulation, a need exists to be cooperative with counterparts in other jurisdictions and states. This is facilitated by the active membership in the National Association of Insurance Commissioners (NAIC). The Department of Insurance currently exchanges information and processing of insurance related functions with world-wide companies via the interface with the NAIC.

Chapter 2 - Requirements for Transitioning Existing IT Activities/Resources

Current projects

Fire and Rescue Safety Tracking System (FRSTS)

FRSTS is a new system that is under development to replace the aging (originally built in 1984) DataFlex system for the Office of the State Fire Marshal (OSFM). The primary functions of DataFlex were to track and process inspections, distribute monies and certify personnel. The current system was developed and still operates under DataFlex version 3.1 (current version is 11.0). Because of the vast changes in versions over the years, simply upgrading the existing system to the current version is not feasible and would not meet the current or future requirements.

The business needs have changed considerably over the years and the current system cannot support these needs such as internet interface, data exchange and integrated document imaging and archiving just to mention the leading items of need. The database and application are both maintained on site at the Chapanoke site. The server and infrastructure are maintained by DOI, Information Systems Division (ISD) personnel. The database and applications are maintained by an independent contractor on a call as needed basis.

GOALS AND OBJECTIVES

The main goal of the effort will be to migrate the current functionality of the OSFM Fire and Rescue Safety Tracking System to web based application and database systems maintained and fully supported by the DOI Applications Development Group. This new system will be the Fire and Rescue Safety

Tracking System with documentation imaging archival and retrieval capability; data exchange, integrated email support and internet accessibility and querying capabilities.

The overall objective of the effort is to assist the Office of the State Fire Marshall to continue providing service to the general public of North Carolina in pursuing a venue for public safety by inspecting, certifying and fund management of the Relief Fund, Rescue Fire Fund and Volunteer Funds. To do this the developed automated system will:

- Manage workflow of the associated Inspections, Funding and Certification Processes.
- Develop standardized user friendly formats in which to enter, view, analyze and process data/information
- Provide a means for integrating imaged document archival and retrieval
- Provide an automated data exchange system
- Provide a means for querying training information via the internet
- Design a flexible, scalable, portable system
- Comply with NC state-approved technical architecture
- Conform to state mandated security requirements for applications development/maintenance.
- Conform to state mandated business recovery requirements
- Conform to state mandated information archival requirements.

SCOPE

The Fire and Rescue Safety Tracking System is to be considered mission-critical to the successful management of OSFM Inspections, Funding and Certifications management processes. To accomplish this, the Applications Development Group will:

- Create Project Definition and Risk Assessment Work sheets
- Analyze and document existing and newly proposed business requirements gathered by participants from within the Office of the State Fire Marshall and particularly personnel in the three key areas of Inspections, Funding and Certifications.
- Generate functional and data requirements in the form of a document
- Develop the supporting software applications and database support
- Develop a web based interface to meet system requirements
- Migrate legacy DataFlex data to the OTIS enterprise database system
- Implement the applications
- Manage the lifecycle of the applications systems
- Manage System level security for applications and database functions

RESOURCES

Staffing for the development of FRSTS is provided by internal IT staff of DOI. Staffing ranges in size from one Full Time Equivalent Employee (FTE) to seven FTEs.

Development and system resources are maintained by DOI/ISD system engineers.

Applications

Agent Licensing and Continuing Education-1

The legacy system, Agent Licensing and Continuing Education-1, was retired in May 2006 as the tracking and management tool for the Agent Services Division. The functionality has been incorporated into the Operations Tracking and Information System (OTIS), the enterprise system currently utilized by approximately 50% of the DOI for information management. Agent Licensing and Continuing Education-1 was maintained for a short period of time for referral purposes. The system was disabled late September 2006.

Aithent FPI

Aithent FPI is a Commercial OFF the Shelf (COTS) case management system used by the DOI Investigations unit. FPI tracks information from origination through to the eventual prosecution or restitution and is being used to combat money laundering, financial, insurance, and corporate fraud, and to support Sarbanes-Oxley compliance.

Aithent FPI is maintained and hosted by ITS.

DataFlex

DataFlex is a DOS based application to maintain records for the fire training records, fire & rescue certification, fire department rating, firemen's relief fund, rescue relief fund, fire grant and rescue grant programs. It is the main information data management system utilized by the Office of State Fire Marshal since 1984. It is hosted by the DOI ISD and maintained on a limited basis by an independent contractor.

As mentioned under Projects, the development of a new system (FRSTS) is currently underway to replace the DataFlex system in the spring of 2007.

DataFlex was identified as one of the top two systems that should be replaced in the Legacy System Study of 2004.

Once replaced in 2007, DataFlex will be shut down and no longer supported.

Exam Database

The Exam Database is an in-house developed Access database utilizing Visual Basic for the applications layer. It is used infrequently by examiners for historical review purposes only. There are no plans to expand or enhance this application. The only expenditures for this application are the indirect costs of backing up and maintaining on the current file server system.

Since this system and its data are only for historical research of the existing data, it will be maintained for an indefinite period of time.

License Information

The License Information system is an Access database with a Visual Basic applications layer used to compile and report data reported in annual filings. This application will be maintained active for review and repository referral; however, no funds will be budgeted or expended to change/update it. Only costs attributed are for resources for backups.

Medicare Supplement Premium Comparison Database

The Medicare Supplement Premium Comparison Database System provides lists of Medicare supplement companies in North Carolina; their addresses; policy benefits and premiums. The application database was developed by a contracted vendor in 2001. The Application layer is browser based and developed with Visual Basic. The database is MS SQL Server. The current system is serving the users well and no foreseen upgrades or enhancements are needed at this time or expected to be needed for several years. Annual costs include the renewal of associated system and database license and the indirect costs for backups.

Manufactured Housing Information System

Manufactured Housing Information System (MHIS) is used to manage the Manufactured Housing Program. I.e. issue licenses, consumer complaints, manufacturing defects, continuing education hours, etc. this system was built in house by a contracted vendor in 2001. It is an Access database with a Visual Basic application layer. Numerous changes in regulation of the manufactured housing industry has required the constant need to update this system and continue to use contracted support. The Manufactured Housing Division is rapidly out growing the Access system and need a more robust system to carry them into the future.

National Fire Incident Reporting System

The National Fire Incident Reporting System (NFIRS) is supplied to the Office of State Fire Marshal of the Department of Insurance by the Federal Government at no cost to the Department. The Federal Government hosts and provides all maintenance for the system. The system is utilized as a national repository for incident reporting. The status of the system for the foreseeable future is to maintain only.

Operations Tracking and Information System

The Operations Tracking and Information System (OTIS) is the enterprise system of the Department of Insurance. OTIS tracks and provides work flow management for insurance related systems for Insurance Company regulation; insurance filings; Health Care Review; Consumer Complaints Tracking and Reporting; Agent Services; Company Tracking and Information; Interfaces with the National Association of Insurance Commissioners (NAIC) System for Electronic Rate and Form Filing (SERFF); the National Insurance Producer Registry (NIPR) for Non-Resident Licensing (NRL); interface with the North Carolina Authority of the Courts (AOC) for data update for Bail Bondsmen; a trouble reporting and tracking system for OTIS related problems, requests assistance or enhancements. OTIS is a java/java server pages series of modules that operate upon a single Oracle database system. OTIS provides a view only repository for filing information through a standard internet interface for insurance filing, agent services and consumer information queries, OTIS also has a secure access internet interfaced to allow insurance companies access to imaged documents supporting a consumer complaint. OTIS is tightly integrated with the department Outlook email system to notify users of incoming and outgoing system generated email traffic. OTIS has numerous automated interfaces that run off times processes from every 5 minutes to once a month to the various external agencies noted above. Originally developed as an upgraded system to MILO in 2003, OTIS is planned to continue to expand in the foreseeable future absorb lesser systems into its enterprise architecture. Also as needs and requirements expand, OTIS will be enhanced to support the many enhancement and upgrade requests by the current user community.

Preferred Provider Organization (PPO) Reviews

The Preferred Provider Organization (PPO) Reviews is an Access database with a Visual Basic applications layer utilized for a historical maintained file-tracking and compliance-review system, for (Health Maintenance Organizations(HMO)/PPO operational filings. This application will be maintained active for review and repository referral; however, no funds will be budgeted or expended to change/update it. Only costs attributed are for resources for backups for recovery. The ongoing information originally maintained by this system has been moved to OTIS and absorbed by other areas within the Department of Insurance that utilize OTIS.

Provider Complaints

The Provider Complaints system is currently only a repository for historical data. Build in 1999, with Visual Basic on an Access database, the applications was utilized by the Managed Care Division. The functions of Provider Complaints applications have been moved to the OTIS enterprise system. The Historical data was not ported. This application will be maintained active for review and repository referral; however, no funds will be budgeted or expended to change/update it. Only costs attributed are for resources for backups for recovery.

Seniors Health Insurance Information Program (SHIIP) Database

The Seniors Health Insurance Information Program (SHIIP) Database is utilized to manage names of SHIIP volunteers, addresses, and telephone numbers. It also includes data on counseling, outreach, toll free calls and demographic information. The application was originally developed in 2002 with Visual Basic on an Access Database. The requirements for the application are growing rapidly and it has been identified as one that will need to be upgraded to a more robust system or moved to the enterprise system in the near future.

TeamMate

TeamMate is a COTS system utilized by Market Conduct and Examinations divisions to track various states of Insurance companies. The last upgrade purchased was in 2002. It is a proprietary database management system that has a recurring annual licensing cost. Business requirements are ever increasing and it has been determined that this system should be replaced or integrated with a more robust system in the near future.

Infrastructure assets

DOI is in the process of refreshing and consolidating all network servers. We currently have 3 locations in the Raleigh area: Dobbs Building (main location), Seaboard Avenue and Chapanoke Road.

The Seaboard location has only 1 file server and is currently using a wireless link to Dobbs. Their lease is up and they are in the process of looking at new office space. As soon as that is resolved and a higher speed connection is installed, we will be moving their server to the Dobbs location.

The Chapanoke office currently has 5 servers which include a mail server, a file server and 3 application servers. The current connection is a T1 line connected to the inside of our network. We have been working with ITS for the past 6 months in upgrading that connection to a 10 MB line. As soon as that is accomplished, the Chapanoke servers will be moved to the Dobbs location.

During the past year we have upgraded the air conditioning in the server room to accommodate the addition of the Seaboard and Chapanoke servers. We have also purchased a second APC UPS and are in the process of working with Facility Management in getting the necessary wiring done.

Based on our current infrastructure assets and projected application development, we project the need for a 12 unit blade server and an additional SAN in year 3 (2009). The estimated costs for this hardware would be approximately \$63,000 for the blade server and \$9,000 for the SAN.

Operations/IT management

One of the Department's main goals over the past several years has been to develop an information systems infrastructure of software and hardware that simplifies and integrates the many individual systems in use in DOI. This Operations Tracking and Information System (OTIS) is our current enterprise system currently providing work flow management for insurance related systems for Insurance Company regulation; Property & Casualty and Life & Health insurance filings; Health Care Review; Consumer Complaints Tracking and Reporting; Agent Services; Company Tracking and Information; Interfaces with the National Association of Insurance Commissioners (NAIC) System for Electronic Rate and Form Filing (SERFF); the National Insurance Producer Registry (NIPR) for Non-Resident Licensing (NRL); interface with the North Carolina Authority of the Courts (AOC) for data update for Bail Bondsmen; a trouble reporting and tracking system for OTIS related problems, requests assistance or enhancements. OTIS is a java/java server pages series of modules that operate upon a single Oracle database system. OTIS provides a view only repository for filing information through a standard internet interface for insurance filing, agent services and consumer information queries, OTIS also has a secure access internet interfaced to allow insurance companies access to imaged documents supporting a consumer complaint. OTIS is tightly integrated with the department Outlook email system to notify users of incoming and out going system generated email traffic. OTIS has numerous automated interfaces that run off times processes from every 5 minutes to once a month to the various external agencies noted above. Originally developed as an upgraded system to MILO in 2003, OTIS is planned to continue to expand in the foreseeable future and absorb lesser systems into its enterprise architecture. Also as needs and requirements expand, OTIS also will be enhanced to support the many enhancement and upgrade requests by the current user community.

We are currently in the process of refreshing and consolidating all our servers that are now in 3 different Raleigh locations into our main office in the Dobbs building. This has been an ongoing process for the past 2 years. We are currently waiting on ITS to finish the installation of a higher speed 10 MB line to our Chapanoke office.

During 2005, we were successful in obtaining a new network security position, the first for DOI, and have filled that position. This additional position will allow us more time to

During 2005, we were successful in securing funds to allow our Tech Support, network and programming staff to each attend a week of training. Due to budget limitations, this was the first such training we have been able to provide in about 4 years. Management has made a commitment to continue to find the necessary funds to maintain the skill level of our staff.

In order to facilitate a more concerted effort on our Business Continuity Plan, the role of Administrator of the plan was moved from the IT section to the Special Assistant to the Commissioner in our Administration Division. The development of a sound, comprehensive BCP is a priority for DOI, not just because it is required of all State agencies, but because so many of our citizens depend on DOI to be able to perform the functions that assist and impact consumers in a timely fashion appropriate to the circumstances. We cannot fail to perform when our most challenging days are upon us and therefore need to plan for that time now.

DOI participated in the Enterprise Service Access Point (ESAP) system that was designed by ITS to provide a secure and centralized system for providing connectivity to State agencies. WAN technologies inherently have security risks coupled with performance issues. The implementation of this system will allow for more cost effective secured connectivity to logically connect agency security domains to statewide shared resources, to other agency security domains, and to the public Internet. The value to the State is that all agencies can share a common infrastructure and pool expensive technical and human resources which translates into a lower total cost of ownership. As part of the ESAP project, VPN technology known as multi-protocol label switching (MPLS) technology will allow agencies to improve security by isolating their network traffic from other agencies as well as the public. The final phase of the project was completed in late March for DOI. During April, we were able to identify and resolve some connectivity issues that resulted from the final switchover.

Human resources

Programmers: During 2005, the three DOI contractor positions were converted to full time positions. However, funds were available to fill only 2 of these positions. We need to fund the remaining position during 2007 at a cost of \$98,350 which includes salary, fringe costs and office equipment.

Training: Training funding will be necessary to maintain tech support, network and programming skills. Allowing for one week of local training per staff member (15) would result in an annual training budget of \$37,500. Currently training funds are diverted from other division's budgets on an as needed basis when funds are available.

Chapter 3 - IT Specific Economic-Driven Requirements or Opportunities

DOI is in the process of refreshing and consolidating all network servers. We currently have 3 locations in the Raleigh area: Dobbs Building (main location), Seaboard Avenue and Chapanoke Road. The Seaboard location has only 1 file server and is currently using a wireless link to Dobbs. Their lease is up and they

are in the process of looking at new office space. As soon as that is resolved and a higher speed connection is installed, we will be moving their server to the Dobbs location. The Chapanoke office currently has 5 servers which include a mail server, a file server and 3 application servers. The current connection is a T1 line connected to the inside of our network. We have been working with ITS for the past 6 months in upgrading that connection to a 10 MB line. As soon as that is accomplished, the Chapanoke servers will be moved to the Dobbs location. After completion of these consolidation efforts all servers will be located and centrally maintained in the Dobbs Building.

DOI is participating in the cost savings offered through the ITS IT Bulk Purchasing initiative in purchasing all desktops, laptops and printers.

Chapter 4 - IT Initiatives Developed From and Aligning With Plan Drivers

Initiative 1 – Operations Tracking and Information System (OTIS) Enhancement

Several areas have been identified to further incorporate business processes within the Department of Insurance's OTIS enterprise system. The following enhancements to OTIS are listed by Group.

Time Period to implement is the Fiscal Year.

Technical Services Group

Seniors Health Insurance Information Program (SHIIP) Database has been identified as needing to be replaced. The current application is build on an Access Database with Visual Basic. Currently over \$16,000 is spent on contracted maintenance alone with estimates to go higher while system performance drops. The future requirements that are driving the need for the upgraded system are:

- More robust system for capturing data.
- Database support.
- CMS/DOI Reporting needs.
- Ability for volunteers to enter data via the web.

Time Period to implement 2008-2009

Estimated cost: \$175,000

Market Conduct and Examinations (MKE) utilizes both the COTS TeamMate package and has a home build Access system. Growth in this area dictates that MKE seek a new, more robust system in the near future. The driving requirements for this need are based on:

- System for capturing examination data
- System for capturing annual filings PPO data

- System would have self-reporting mechanism for insurers to enter data
Time Period to implement 2009-2010
Estimated cost: \$150,000

Health Care Review (HCR) HCR is one of the users of the OTIS Enterprise. HCR has defined a requirement to streamline the communications process with IRO's and insurance companies. This would be accomplished by enhancing OTIS so that they may:

- Have the ability to process medical records via a link from DOI to IRO similar to LAH and PAC sending link to insurers with communications. This would reduce FedEx expenses, and demand on staff to prepare external review cases for the IRO.
- Extension of request that the Healthcare Review Program be set-up to notify insurance companies and independent review organizations via email that documents are available to be viewed through OTIS/web-based platform, similar to what CSD has in place
- The HCR Program scans all of its documents into OTIS. Once a document is scanned, having the ability to email the recipient and notify them that the external review documents are available to be viewed that day is an efficient and cost effective means of conducting business.

Time Period to implement 2011
Estimated cost: \$25,000

Life and Health (L&H) is one of the OTIS Enterprise members. They currently utilize OTIS as a work flow tool for the review of life and health insurance rate filings. The ever increasing need to improve speed to market is driving the requirements for further expansion of OTIS to support the L&H business processes. These include:

- Create a non public tab for trade secret filings.
- Search feature for SERFF filings by SERFF file number.
- Expand Company types, i.e. Charitable Gift Annuity.
- Increase Search Options.
- Create new dialog for TPA that does not rely so heavily upon the form and rate filings. Several of the tabs that appear in the work unit are not related to TPAs but are related to forms

Time Period to implement 2009
Estimated cost: \$25,000

Property and Casualty (P&C) is much like L&H above. They regulate the Property and Casualty form filling and use the OTIS enterprise much the same as does L&H. Like L&H, the ever increasing need to improve speed to market is driving the requirements for further expansion of OTIS to support the L&H business processes. These include:

- Create a non public tab for trade secret filings.
- Search feature for SERFF filings by SERFF file number

Time Period to implement 2009

Estimated cost: Included above

Financial Evaluations Group

Financial Evaluations Division (FED) is one of the earliest members of the OTIS enterprise. FED utilizes OTIS to license, track and review all insurance companies doing business within North Carolina. Each item in the list below is an independent enhancement to OTIS, thus an implementation schedule for each item shall be given.

- Need to update the Company Search Feature in OTIS so that when a user searches on the name, if that name has been in our system, the former name will appear on the search list.
Time Period to implement 2008
Estimated cost: \$1,200
- New field for Company's Minimum Deposit Requirements and Actual Deposits
Time Period to implement 2010
Estimated cost: \$4,600
- New field in OTIS to record insurers' minimum capital and surplus requirements.
Time Period to implement 2010
Estimated cost: \$1,200
- Capture of information on other regulated entities, such as Continuing Care Retirement Communities, Professional Employer Organizations, and Risk Purchasing Groups, and Self-Insured Workers' Compensation employers.
Time Period to implement 2007 - 2008
Estimated cost: \$4,600
- Track (1) special filings of foreign and domestic insurers, (2) Company Admissions applications and (3) Professional Employer Organization filings.
Time Period to implement 2007 – 2008
Estimated cost: \$9,000
- Continue development of FED work unit tracking to provide analysts with notice/reminders of deemers, completion of reviews, etc. OTIS programmers have already done some work in this area for FED. FED needs to review tools available to determine further enhancements needed.

- Time Period to implement 2011
Estimated cost: \$4,600
- New Crystal Report for use by phone staff *(if item above is addressed)*
Time Period to implement 2011
Estimated cost: \$1,200
- Need report that shows the name of the first and second level reviewers' names of each company for each work unit (WU) type.
Time Period to implement 2011
Estimated cost: \$1,200
- Need column in OTIS queue that demonstrates when a WU was assigned to the user.
Time Period to implement 2011
Estimated cost: \$1200
- Additional OTIS Security Features
Time Period to implement 2011
Estimated cost: \$4,600
- Track financial condition examination status, including scheduling exams.
Time Period to implement 2009
Estimated cost: \$9,000
- Track CPA Audit Rule compliance
Time Period to implement 2009 - 2010
Estimated cost: \$9,000

Public Services Group

Agent Services Division (ASD)

ASD is the most recent addition to the OTIS enterprise. The need to better manage data on insurance agent, bail bondsmen, motor clubs, premium finance companies and collection agencies is rapidly growing. Further, legislative mandated enhancements have also been enacted that necessitate an interface/data exchange with the AOC. With the move to OTIS, ASD also is looking for an internet presence for numerous processes. Each item in the list below is an independent enhancement to OTIS, thus an implementation schedule for each item shall be given.

- Administrative Office Courts (AOC)
Sharing licensure updates via automatic e-mail
Note: Future enhancement (once AOC is capable) is to share data interchangeably between ASD and their database daily (outstanding judgments)
Time Period to implement 2007
Estimated cost: \$4,600
- Company Appointment Renewal Invoicing
NIPR
Time Period to implement 2007 - 2008
Estimated cost: \$14,000

- Promissor Uploads
 - * Updating demographic information to database
 - * Uploading file more than once per week
 - * PO BOXES; this is an 'Address 1, Address 2' issue.
 Time Period to implement 2007 - 2008
 Estimated cost: \$1,200
- Add premium finance companies, collection agencies and motor clubs to lockbox
 - Time Period to implement 2007 - 2008
 - Estimated cost: \$2,400
- CE Processing Changes
 - Time Period to implement 2008
 - Estimated cost: \$3,500
- NRL Acceptance Changes/Reports
 - Time Period to implement 2008
 - Estimated cost: \$2,400
- Electronic Filing and Downloading Bail-bondsmen Monthly Reports
 - Time Period to implement 2008
 - Estimated cost: \$2,400
- Implement Accounting tracking system with imaging archival
 - Time Period to implement 2008 - 2009
 - Estimated cost: \$29,000
- Include Bail-bondsmen in state examination electronic results file
 - Time Period to implement 2008 - 2009
 - Estimated cost: \$13,000
- Duplicate Photo ID - Ability for licensees to obtain duplicate photo ID at Promissor test sites.
 - Time Period to implement 2009
 - Estimated cost: \$13,000
- Automatic entry of RIRS action taken against NC licensee (resident or non-resident)
 - Ability for automatic submission of RIRS reporting to NIPR when ASD documents internal record of administrative or disciplinary action against license(s)
 - **NIPR**
 - Time Period to implement 2009 - 2010
 - Estimated cost: \$26,000
- Receive submissions through DOI website/established mailbox(es)
 - Capability to accept submissions from industry in an electronic format through DOI website (e.g. insurers/adjusting firms may report CAT Adjusters, CE providers may submit course completion rosters, etc.)
 - Time Period to implement 2009 - 2010
 - Estimated cost: \$26,000
- Implement Licensing tracking system with imaging archival

- Time Period to implement 2010
Estimated cost: \$4,500
- Implement complaints tracking system with imaging archival
Time Period to implement 2010
Estimated cost: \$4,500
- E-mail correspondence concerning licensure (returned application)
Time Period to implement 2010
Estimated cost: \$7,000
- ACR – Address Change Request
(Producer Demographic Changes)
NIPR
*Create mechanism to generate notification to appointing insurers that their agent(s) have invalid addresses on file with DOI
*State to state address changes
*Automatic capability f residency indicator change (address change or license application involving state change)
Time Period to implement 2010 - 2011
Estimated cost: \$30,000
- ALERTS
NIPR
Provides notification to users indicating a change has been made to data stored in Producer Database (PDB). Anytime a North Carolina nonresident licensee loses his authority in his resident state OR another state, we will receive an "alert" so we can determine if status will be affected in our state.
Time Period to implement 2010 - 2011
Estimated cost: \$13,000
- Conversion of licensee identifier from SSN to unique identifier
Convert all licensees' records to replace the SSN to the NPN (National Producer Number) which is assigned to all producers by the NAIC (National Association Insurance Commissioners)
Time Period to implement 2010 - 2011
Estimated cost: \$13,000
- Create mechanism to bill licensees in the interim period of renewal
Allow renewal invoice to be generated for licensees who are licensed within the renewal cycle (bail-bondsmen, collection agencies, etc)
Time Period to implement 2011
Estimated cost: \$4,500
- Telephone Tracking System
Develop a ticket system in which management can track telephone requests to ensure completion and to follow-up on aging items.
Time Period to implement 2011
Estimated cost: \$4,500

- Pending Rule Change
CE Rule Changes-Track agent compliance with taking an ethics course every two years
Time Period to implement 2007 - 2008
Estimated cost: \$4,500
- Pending Rule Change
CE Rule Changes-Track agent compliance with taking flood course every four years
Time Period to implement 2007 - 2008
Estimated cost: \$4,500

Initiative 2 - Upgrade of the Risk Insurance Management Enterprise System; Office of State Fire Marshal

Currently the State Property Fire Insurance Database System is maintained by a contracted vendor. The database the applications run against is Microsoft SQL SERVER with a FoxPro GUI application layer. The standard database configuration for DOI is Oracle and the applications layer is browser-Java. DOI at this time does not provide support Microsoft SQL SERVER or FoxPro. While the system is providing adequate service at this time, it is deemed that in long term it should be converted to Oracle and Java. This would delete the necessity for the contracted vendor. The move to Oracle would also save the required annual fees for Microsoft SQL SERVER licensing and support.

Time Period to implement 2010 - 2011

Estimated cost: \$345,000

Initiative 3 – Conversion of the Manufactured Housing Information System: Office of the State Fire Marshal

The current MHIS is built on an Access database and is maintained by a contracted vendor. The system has is rapidly outgrowing the capabilities of the Access DBMS. External costs alone are approximately \$35,000 per year and growing. The contractor has suggested migrating to Microsoft SQL SERVER. However since this is not the standard for DOI (Oracle is the standard DBMS) this would mean tht the development and maintenance would still require an external contractor. Therefore, the MHIS will be migrated to an Oracle DBMS. The applications will be rewritten to add new needed functionality. This will align the system under current DOI support and do away with the requirement for vended support while presenting an environment that will support the rapid growth of the system.

Time Period to implement 2008 - 2009

Estimated cost: \$345,000

Initiative 4 – Online Registration System: Office of the State Fire Marshal

An Online Registration is needed in order to decrease the amount of money spent to print brochures, input registration information and postage. The online

registration is being handled by PIO currently and we are piloting this with the FLSE conference 2007. DOI currently has the ability through the DOI website to allow participants to enter their contact data and information on the conference then receive a confirmation and mail that in with their check to pay for the registration fee. The new system would allow the entrant to add/update their own information, render payment and receive a confirmation. This precludes mistakes, removes the need of the entrant to mail in the application and DOI to handle payment and return verification.

Time Period to implement 2009 - 2010

Estimated cost: \$14,000

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